

“This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click on the ‘**Click here to go to the Internet Exam**’ link at the bottom of the bulletin.”

Program Representative III (Specialist & Supervisor)

Department of Consumer Affairs

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Department of Consumer Affairs Program Representative Series examination consists of a Training and Experience evaluation used to evaluate your education, training, and experience.

This training and experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Program Representative III (Specialist & Supervisor) Tasks

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have performed this task for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

1. Working as a member of a team to provide effective public service and meet service expectations.
2. Communicating with individuals to resolve complaints and/or disputes.
3. Participating in job-related training to maintain the necessary skills to perform job duties.
4. Researching technical specifications, testing procedures contained in various manufacturer technical manuals, test data, and computer databases to determine proper repair procedures.
5. Discussing and reviewing automotive concerns with consumer and/or service advisors to gain an understanding of requested repairs.
6. Inspecting vehicles to confirm repairs were diagnosed and performed correctly to address the consumer vehicle concerns.
7. Resolving complaints when disputes arise between repair facilities and customers.
8. Answering consumer questions regarding repair processes.
9. Preparing reports to document investigations and findings.
10. Processing and properly storing evidence to document facts in investigations and to ensure proper chain of custody procedures are followed.
11. Mentoring new staff to ensure their proper and continued professional development.
12. Interviewing and taking statements from witnesses, repair facility owners and employees, undercover operators, and others to document facts for investigations.
13. Reviewing reports submitted by lower level staff to ensure completeness and accuracy.
14. Inspecting vehicles, vehicle parts, or components to determine and document the work performed/not performed.
15. Assisting in planning investigations to ensure all necessary steps are taken and all necessary information is obtained.
16. Assisting in determining appropriate courses of action based on investigation results.
17. Conducting investigations and cooperating with law enforcement personnel in developing cases in instances of suspected fraudulent activities.
18. Preparing and conducting conferences to provide information or assess compliance.
19. Testifying in court and at administrative hearings to provide technical expertise and information regarding investigations.

20. Conducting research regarding applicable laws and regulations using various printed or online sources in order to plan and/or conduct investigations.
21. Determining possible measures to mitigate complaints in order to facilitate complaint resolution.
22. Handling complex and sensitive complaints and disputes to ensure they are properly monitored, addressed and resolved.
23. Making recommendations to management regarding proposed courses of action based on investigation results (e.g. administrative decisions, settlement offers).
24. Preparing and coordinating preparation for trial and administrative hearings.
25. Reviewing complaints to determine merit, complexity, and best courses of action.
26. Reviewing investigation results to determine appropriate courses of action.
27. Researching past history of businesses and applicants to assist in the repair facility and Licensed Station application review process.
28. Monitoring changes in laws, regulations, policies, and procedures that may affect operational needs and requirements.
29. Communicating with complainants regarding organization function, policies, and procedures.
30. Overseeing the assembly of case documents in response to Discovery requests.
31. Overseeing the preparation of cases to submit for Filing to ensure the inclusion of all necessary documents and evidence.
32. Reviewing inspection results to ensure procedures were followed correctly.
33. Accessing Smog Check facility data to obtain information for quality assurance and enforcement inspections.
34. Monitoring and providing technical and procedural expertise to assist in developing new enforcement strategies.

Section 2: Program Representative III (Specialist & Supervisor) Knowledge and Abilities

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have applied this knowledge or ability for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

35. Knowledge of industry standards for the diagnosis and repair of automobiles.
36. Knowledge of tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles or automotive emission control systems.
37. Ability to communicate effectively in an oral format.
38. Ability to communicate effectively in a written format.
39. Ability to verify if automotive repairs were performed.
40. Ability to verify if automotive repairs adhere to accepted trade standards.
41. Ability to reason logically while presenting an argument based on facts.
42. Ability to work independently without supervision.
43. Ability to verify correct diagnoses were made regarding automotive repairs.
44. Ability to listen to others in a professional way in order to gather information.
45. Ability to understand and apply current automobile manufacturer information and specifications.
46. Ability to apply sound judgment to complex and/or difficult situations.
47. Ability to determine the cause of automobile component failure or excessive wear.
48. Ability to remain calm when working under pressure.
49. Knowledge of the operation and diagnosis of vehicle computerized management systems or use of diagnostic tools used in automotive repairs.
50. Ability to be flexible, open-minded, and tactful when working with the public.
51. Ability to manage time effectively, multi-task, and prioritize assignments in order to meet deadlines.
52. Ability to determine the necessity for replacing as opposed to repairing automobile components.
53. Knowledge of vehicle construction and repair (e.g., identification of automotive parts, collision repair techniques, frame repairs, and painting and refinishing applications).

54. Knowledge of industry acronyms, abbreviations, pictographs, electrical symbols, wiring diagrams, weights, and measures.
55. Ability to use industry standard shop equipment (e.g., air conditioning charging and recycling machines, wheel alignment machine, battery charger electrical testing equipment, autobody measuring equipment, and smog test equipment).
56. Ability to overhaul and rebuild various automotive components.
57. Ability to perform basic arithmetic (e.g., addition, subtraction, multiplication, division, fractions, ratios/percentages) to analyze and interpret numerical data, and/or measure and analyze vehicle parts and components.
58. Ability to maintain the confidentiality of information encountered in the course of work.
59. Knowledge of the requirements and procedures for preparing declarations to document facts for evidence in investigations.
60. Knowledge of the provisions of the Automotive Repair Act to investigate violations and consumer complaints pertaining to automotive repair dealers and Licensed Stations for compliance with applicable laws and regulations.
61. Ability to proof-read and edit written documents to accuracy and clarity.
62. Ability to interact professionally and effectively with frustrated, angry, or emotional individuals encountered in the course of completing work assignments.
63. Ability to identify inconsistencies in information that will require further investigation or verification.
64. Ability to work in a lead capacity to ensure the completion of assignments and achieve goals.
65. Knowledge of the structure and content of the English language to ensure accurate composition and grammar in verbal and written communication.
66. Ability to use a computer to enter and retrieve information and compose reports and correspondence.
67. Ability to read and understand complex information and ideas presented in writing (e.g. policies, procedures, regulations, technical information).
68. Knowledge of common automotive repair business practices needed to conduct investigations.
69. Ability to verbally summarize investigations or other projects in a cohesive, descriptive, and understandable manner.
70. Ability to interpret and explain policies, procedures, rules, and regulations to a variety of individuals to ensure information is relayed accurately and clearly.

71. Knowledge of laws and regulations applicable to the work of the Bureau of Automotive Repair including the Business and Professions Code, Civil Code, Health and Safety Code, and the California Code of Regulations.
72. Ability to use a camera to photograph automobiles, automobile systems, parts, and components to provide evidence for investigations.
73. Ability to work in an environment that requires strict adherence to instructions, standards, and procedures.
74. Ability to work collaboratively with a group or team in an effort to achieve a common goal.
75. Knowledge of common terminology used by the Bureau of Automotive Repair.
76. Knowledge of the Public Records Act to ensure records are available to the public and determine which records should not be open to inspection.
77. Knowledge of basic software applications (e.g., Microsoft Word, Excel, PowerPoint) to prepare documents and presentations, conduct research, analyze data, and compile information.
78. Knowledge of interview techniques to obtain information from a variety of individuals, including those who are uncooperative or otherwise not forthcoming with information.
79. Knowledge of training principles and procedures for training staff to perform work according to organizational standards.
80. Ability to provide coaching to staff to improve performance.
81. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
82. Ability to develop creative ways to solve complex problems and work with others to “brain storm” solutions.
83. Ability to identify new processes and improvements to existing processes that allow work to be performed more effectively.

Section 3: Program Representative III (Supervisor) Tasks

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have performed this task for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

84. Managing evidence funds in accordance with procedures for proper documentation and reconciliation.
85. Assigning tasks to staff based on a consideration of their skills and experience to ensure that work is completed efficiently and correctly.
86. Assisting the assessment of performance of staff to identify coaching and training needs.
87. Overseeing the planning of investigations to ensure all necessary steps are taken and all necessary information is obtained.
88. Providing technical oversight for specialized equipment procurements.
89. Planning, directing, and coordinating the preparation/documentation of vehicles needed to conduct investigations.
90. Reviewing the work of staff to ensure it meets quality standards.
91. Resolving disagreements and conflicts between staff members to achieve a harmonious, productive working environment.
92. Discussing cases with the local prosecutors and the Attorney General's Office.
93. Assisting in the documentation of staff performance using evaluations and/or probationary reports.
94. Assisting in the management of staff performance problems by planning and implementing measures to improve performance.
95. Overseeing the inspection of repair facilities to ensure compliance with the *Automotive Repair Act* and other regulations under Bureau jurisdiction.
96. Planning work assignments to develop staff expertise and ensure efficient operation of the work unit/program.
97. Overseeing staff's contact with repair facility owners and/or managers to ensure compliance with the *Automotive Repair Act*.

Section 4: Program Representative III (Supervisor) KSAs

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have applied this knowledge or ability for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

- 98.** Ability to adapt to changing work demands, priorities, and deadlines to ensure work is performed correctly and on time.
- 99.** Ability to lead and develop staff by positive example to improve performance and productivity.
- 100.** Knowledge of the administrative, civil, and criminal adjudication processes.
- 101.** Ability to review work and evaluate it against established standards, procedures, laws, and codes.
- 102.** Knowledge of safe work practices to ensure the safety of self and others, and to comply with applicable laws and regulations.